

FIG. 1

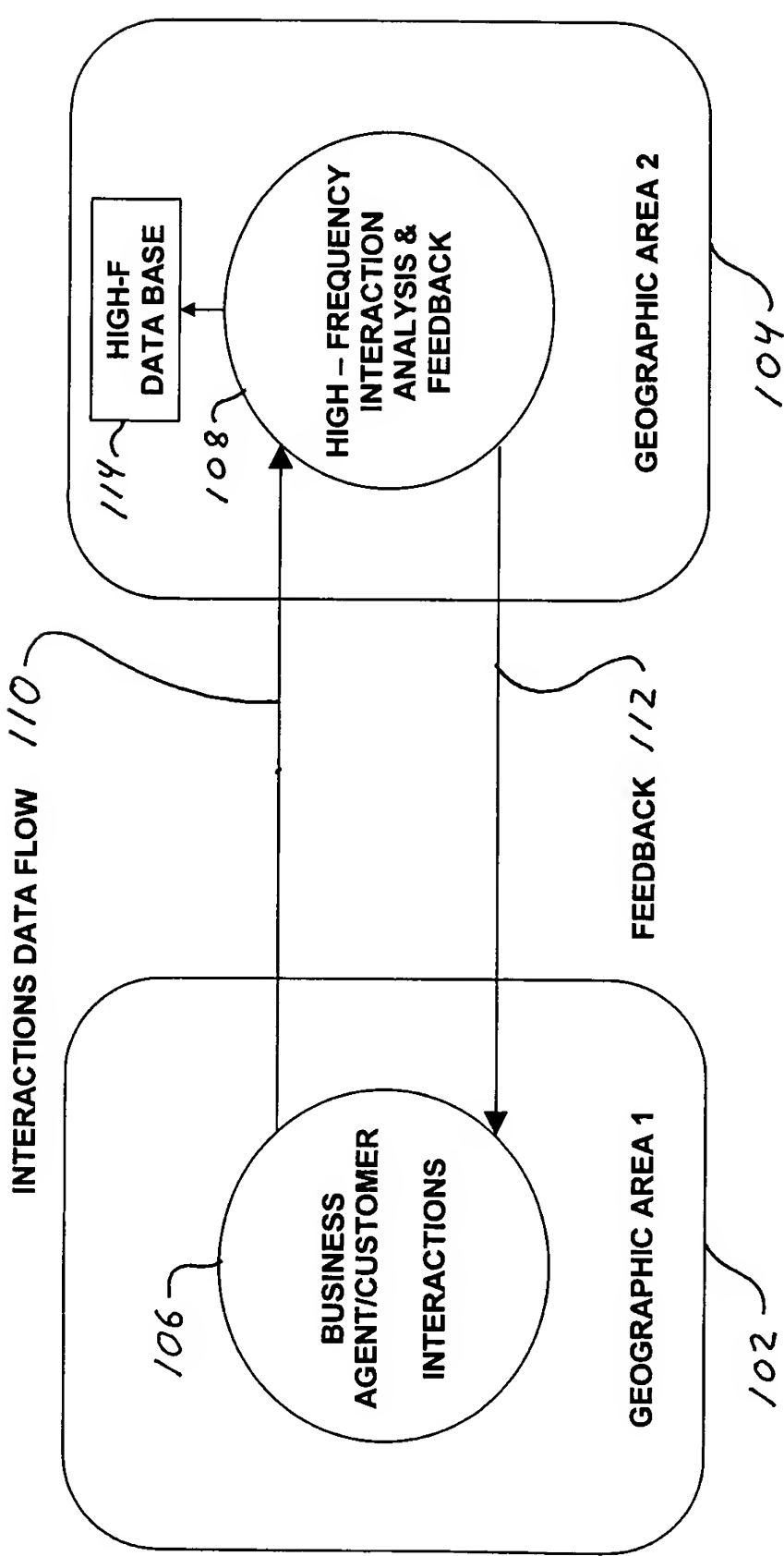


FIG. 2A

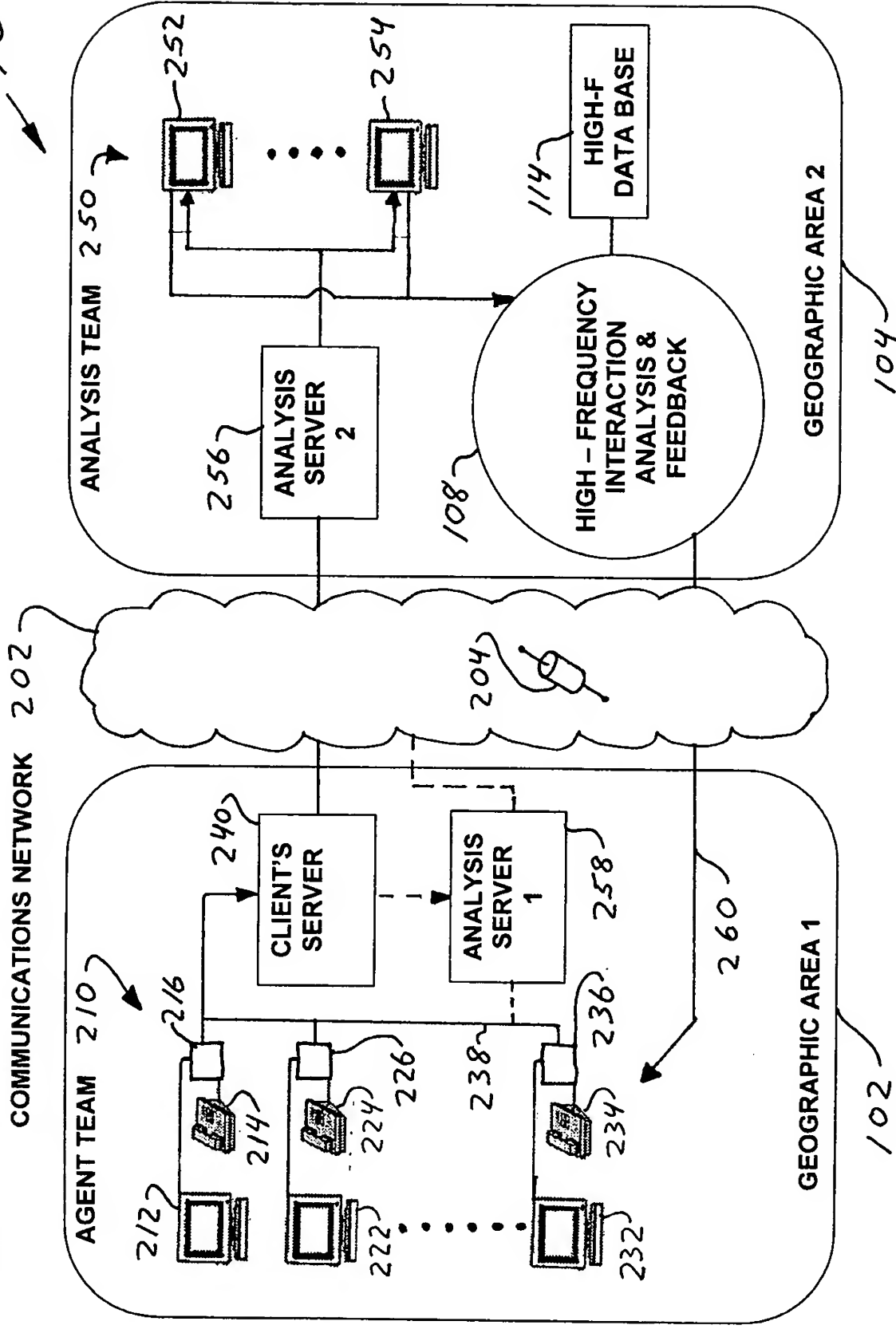


FIG. 2B

260a

262 **SCORING PARAMETERS**

Moving forward all the UK RMA's will be shipped from the fulfillment center in France.....Moving forward all the

Customer Service Competencies

Call Opening

- Used Proper Greeting. Score: _____
- Asked for Transaction ID. Score: _____
- Verified the Customer's Information. Score: _____

Comments: _____

Customer Service Skills (Accent and Voice)

- Used good grammar, avoids slang or jargon. Score: _____
- Rate of Speech mirrored that of customer. Score: _____
- Hold courtesies were followed. Score: _____
- Sounded confident, friendly, and polite. Score: _____
- Set customer's expectations, used empathy if necessary escalated to a supervisor if necessary Score: _____

Comments: _____

Call Closing

- Offered additional products. Score: _____
- Used proper closing script. Score: _____

Comments: _____

Knowledge, Accuracy and Resolution

- Demonstrate knowledge of the product process. Score: _____
- Credit card authorization process followed. Score: _____
- Offered alternate products; add on sales. Score: _____
- Accurate and concise information was given to the customer. Score: _____

FIG. 2C

284 260b

Call Management

- Controlled call pace efficiently and length of call was appropriate to request. Score: _____
- Controlled call tone and length. Score: _____

Comments: _____

Sales

- Identified sales opportunities. Score: _____
- Suggested alternate compatible products in exchange for return. Score: _____

Comments: _____

286

Comments Summary:

288

Even better tips:

290

FIG. 3A

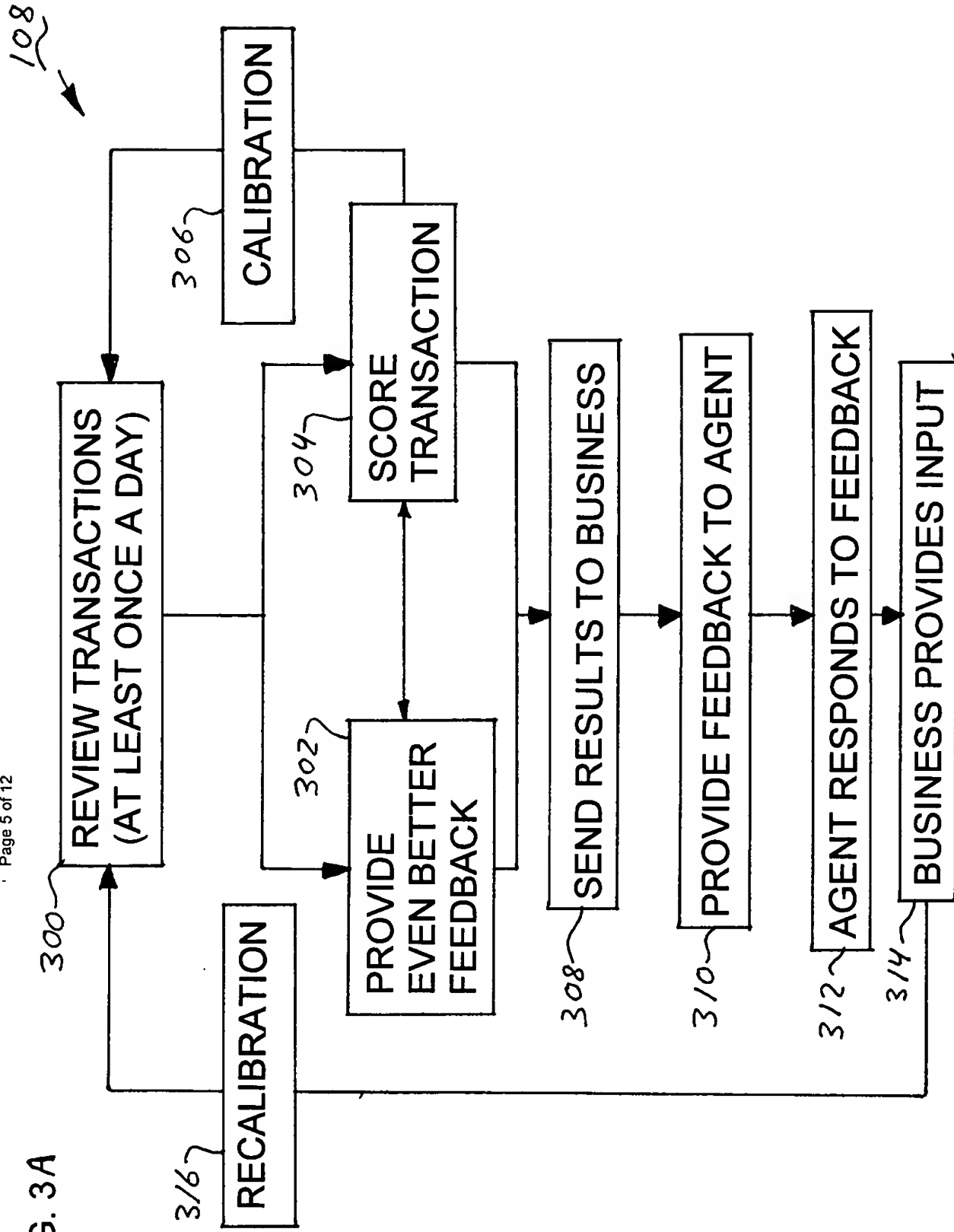


FIG. 3B

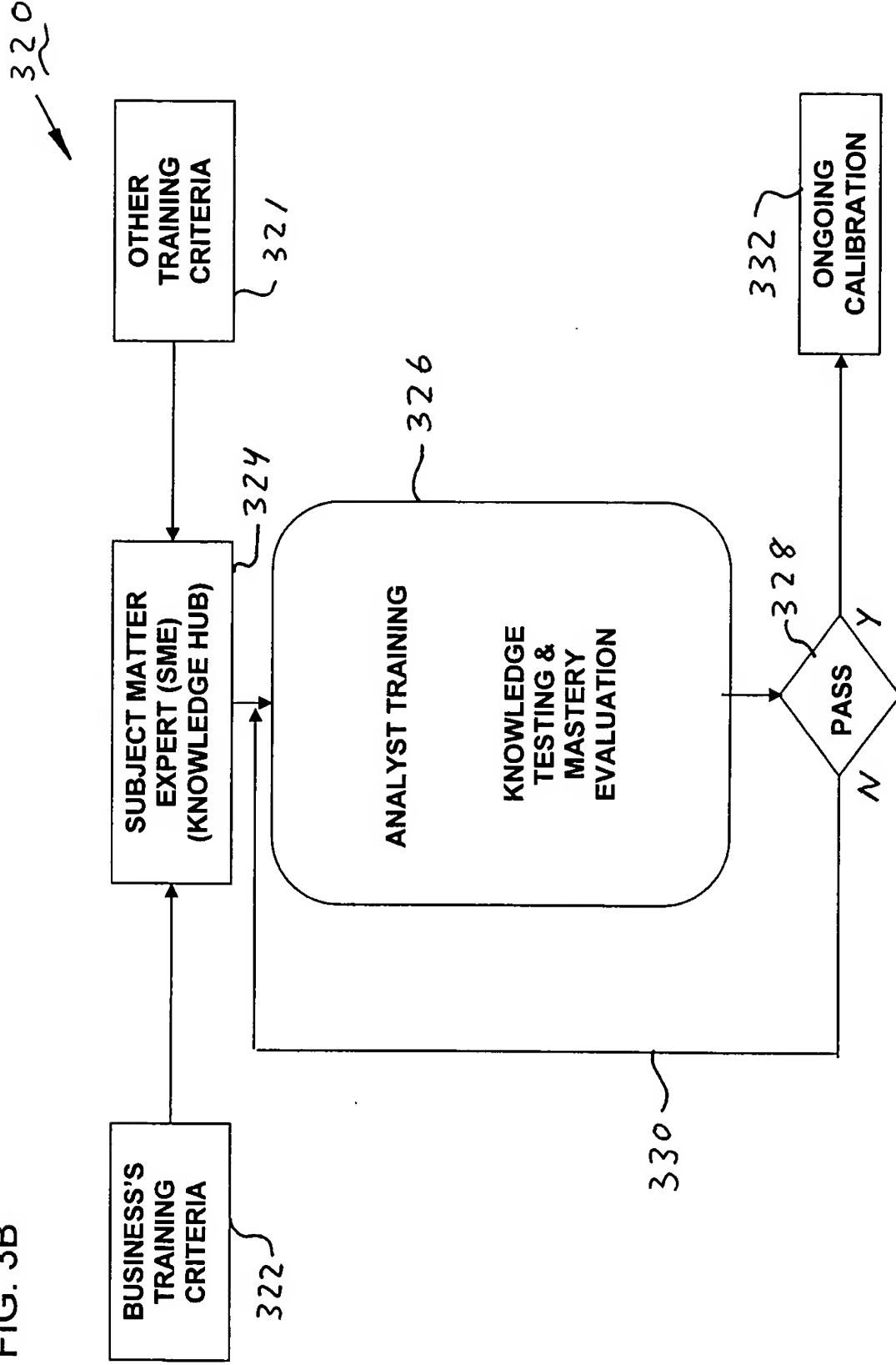


FIG. 3C

	CLIENT CALIBRATION	INTERNAL CALIBRATION	ATS	QUALITY AUDIT
ANALYST TRAINING (2 Weeks)	—	—	—	—
WEEK 1	1 Hour Daily	1 Hour Daily	1 Transaction/ Agent/ Day	20% Transaction Monitoring
WEEK 2	3 Hours Weekly	3 Hours Weekly	2 Transaction/ Agent/ Week	10% Transaction Monitoring
WEEK 3	2 Hours Weekly	2 Hours Weekly	1 Transaction/ Agent/ Week	5% Transaction Monitoring
Ongoing	2 Hours Weekly	2 Hours Weekly	1 Transaction/ Agent/ Week	5% Transaction Monitoring

FIG. 3D

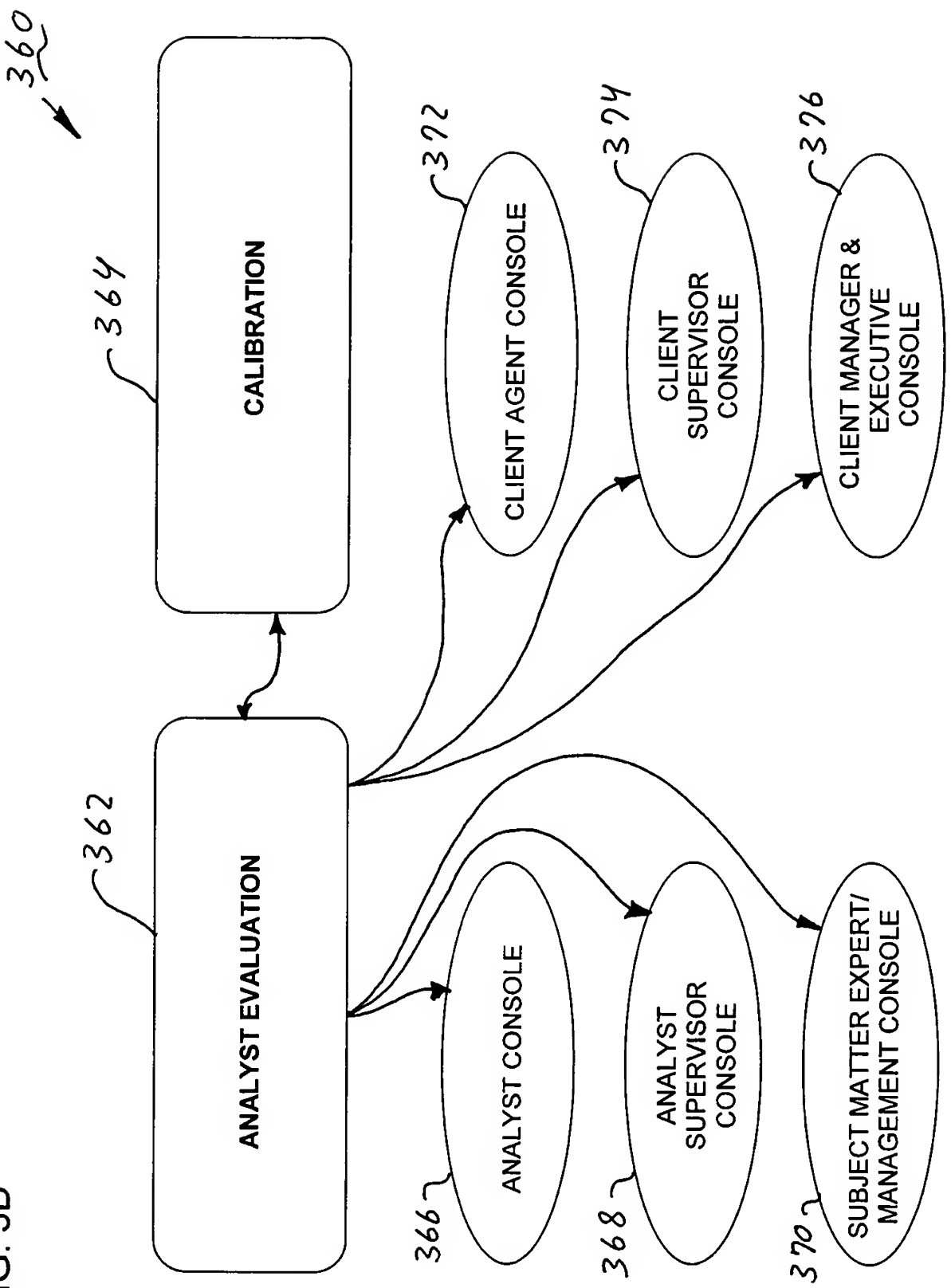


FIG. 4

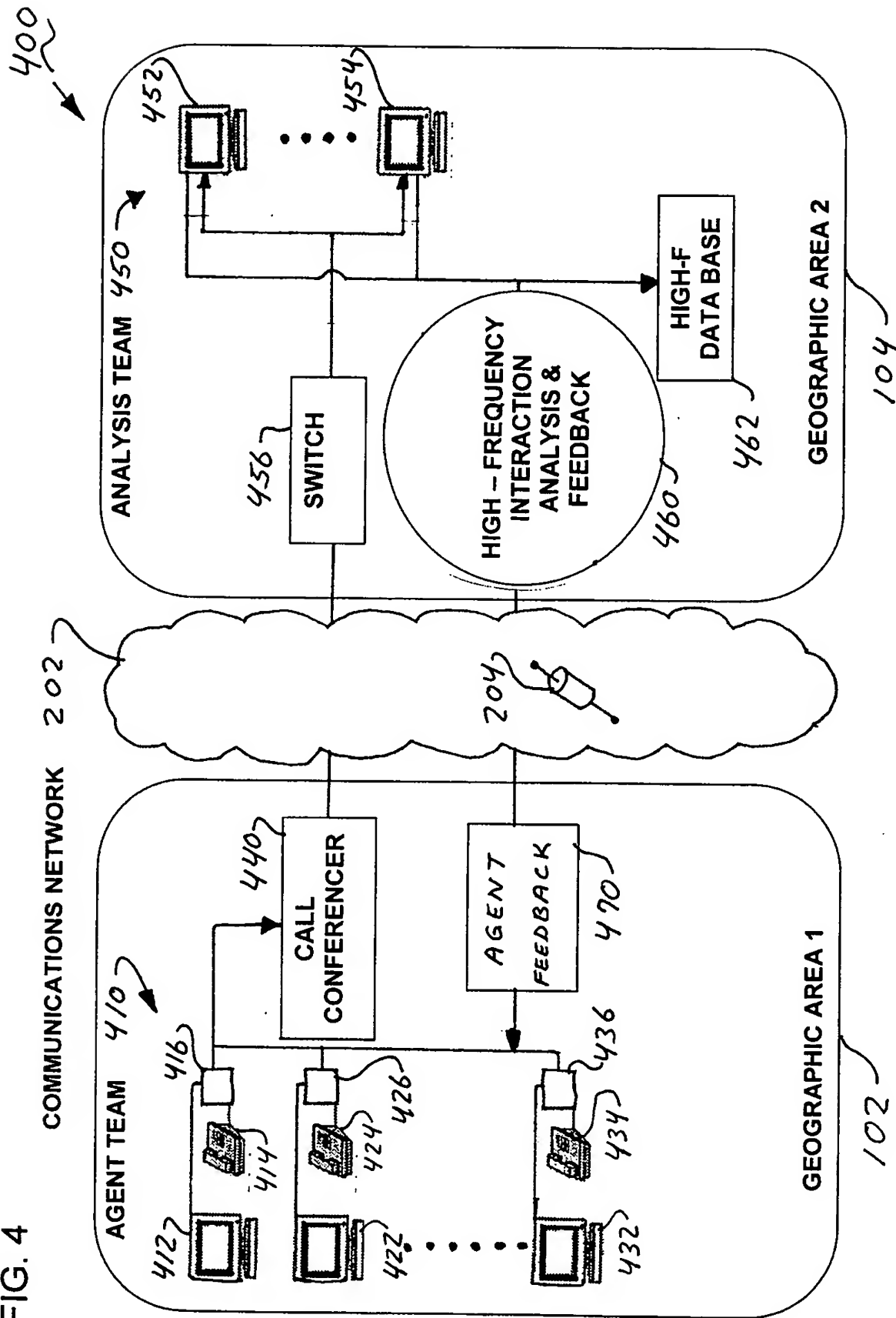


FIG. 5

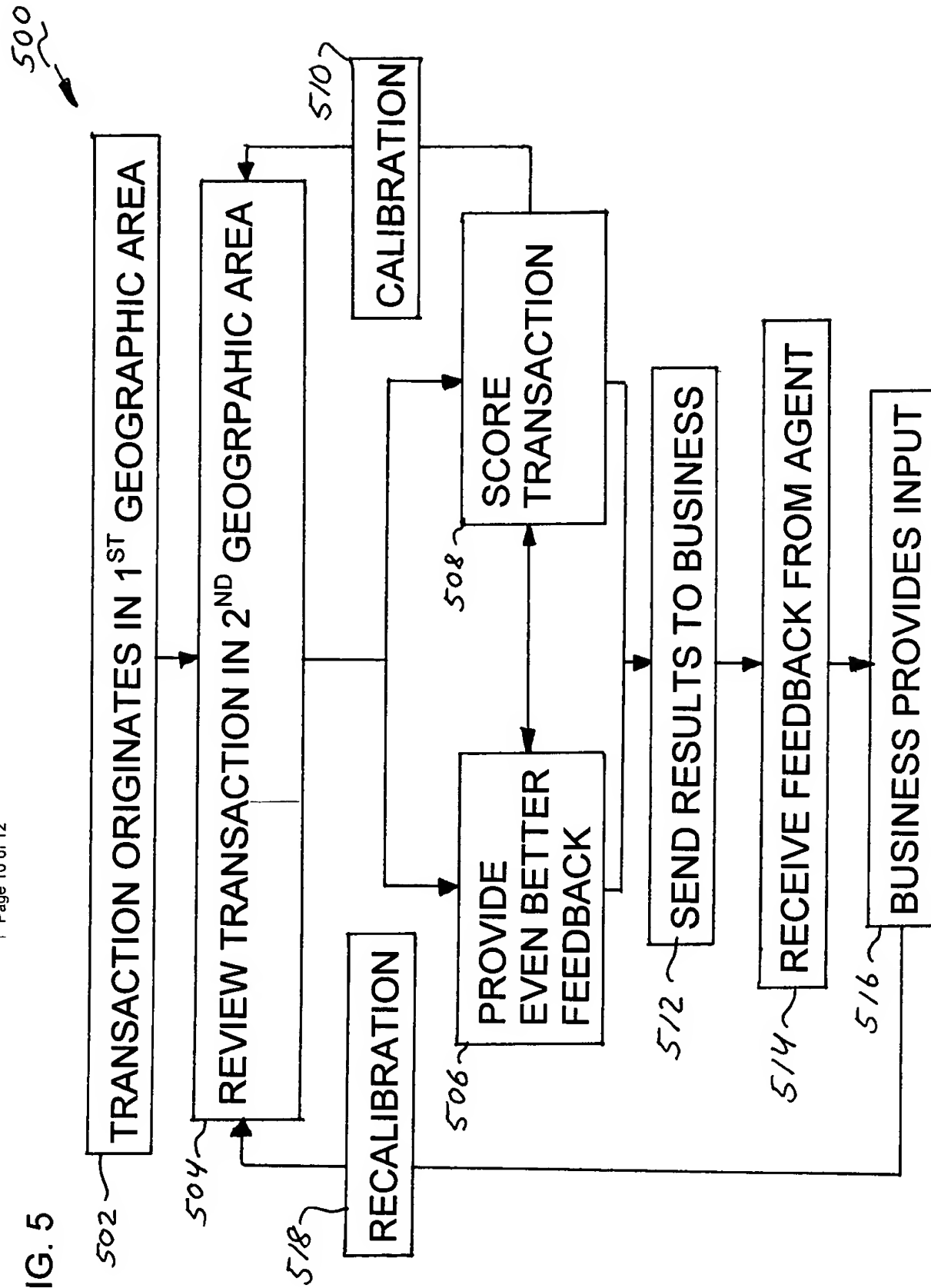


FIG. 6

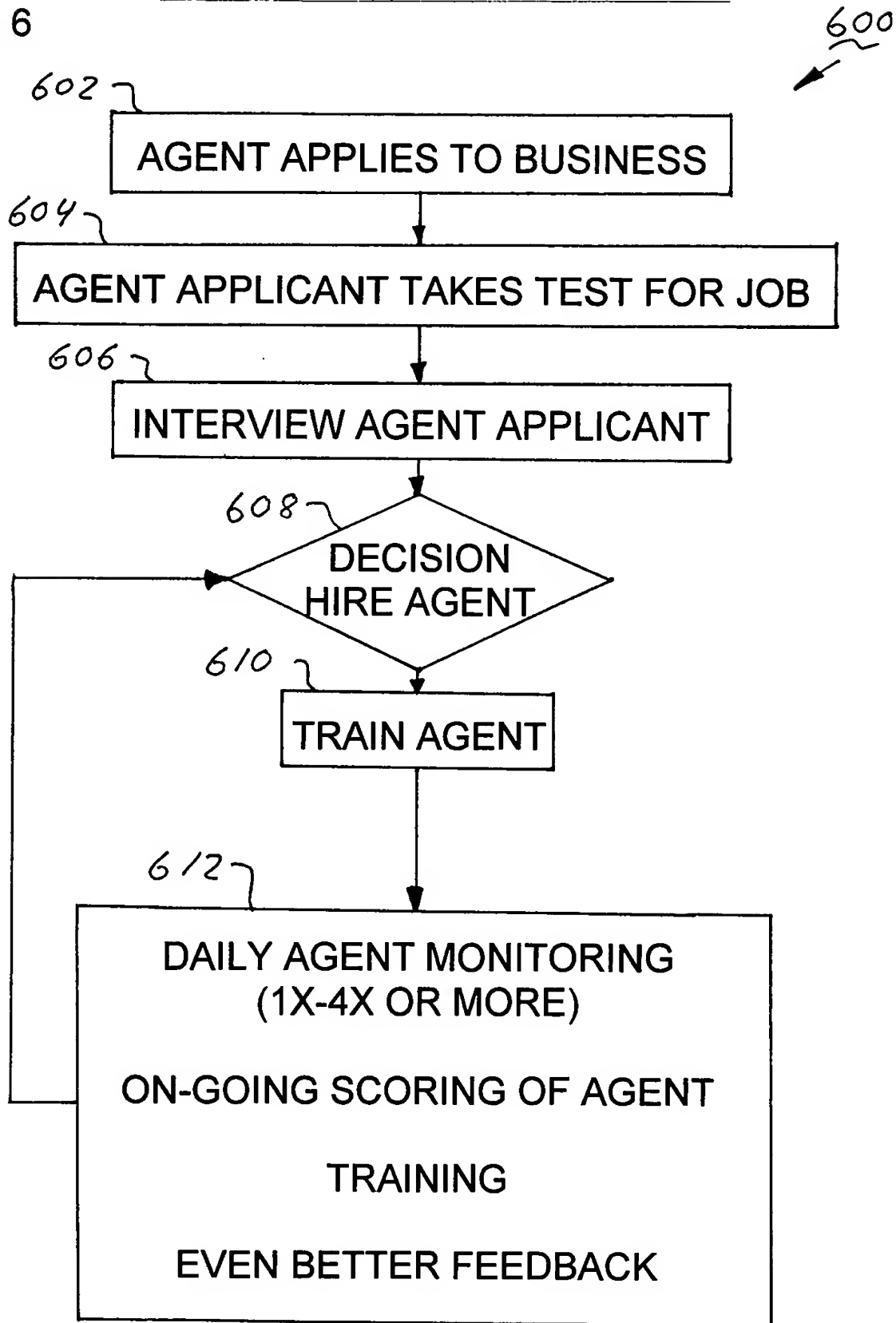


FIG. 7

700

ACTIVITY PER AGENT	EXISTING AGENT PERFORMANCE	ENHANCED AGENT PERFORMANCE	% CHANGE ±
CALLS PER DAY	62	62	0
UP-SELL RATE	8.0%	8.8%	10%
Avg UP-SELL \$	\$25	\$28	10%
# of UP-SELLS	4.96	5.46	10%
UP-SELL REVENUE	\$124.00	\$150.04	21%

702 7

704 7

706 7

708 7

REVENUE IMPROVEMENT = \$26.04 ~ 710

MARGIN IMPROVEMENT (50%) = \$13.02 ~ 712

AVERAGE ANALYST COST PER DAY = \$1.50 ~ 714

ROI (PER DAY) (((\$13.02-\$1.50)/\$1.50)X100 = 768% ~ 716